

Service Workstation Guidelines

PURPOSE: Provide guidelines to those working with proposals for installation or replacement of service workstations.

1. A service workstation is a computer that is not assigned to an individual as a primary personal productivity tool, but is installed in a work area for some special purpose.
2. Service workstations are tracked as assets on the IS&S computer inventory system.
3. Common special purposes include:
 - 3.1. Service desk application where software needs to be always on
 - 3.2. Student Banner menus access where we want to limit login to the office location
 - 3.3. Student work with confidential documents where we want to limit login to the office location
 - 3.4. Student use of specialized software that shouldn't be installed on a student laptop
4. Departments may request of IS&S the installation or replacement of a service workstation. A brief explanation of the proposed application is required.
5. If the proposed application is not more effectively met by use of other tools, IS&S will offer to schedule installation of a computer that has been taken out of service as part of the four year replenishment cycle for faculty and staff.
6. If the department does not believe the offered computer is adequate and wishes to install another configuration, IS&S will assist with the purchase of a new standard configuration computer using funds provided by the department.
7. If the department desires a special configuration computer, the request will be reviewed by the IS&S Director of User Experience and will be authorized or denied based on the rationale and on the availability of IS&S resources.